



**Code: 7052**

Family: Aviation

Service: Operation and Construction

Group: River, Harbor, and Transportation

Series: Airport Operation

---

## **CLASS TITLE: SHIFT SUPERVISOR OF AIRPORT GROUND TRANSPORTATION**

### **CHARACTERISTICS OF THE CLASS**

Under general supervision, oversees the daily ground transportation work activities at the City's airports on an assigned shift; and performs related duties as required

### **ESSENTIAL DUTIES**

- Coordinates the movement of ground transportation vehicles (e.g., taxicabs, buses, limousines) traveling on airport roadways and curb front loading zones
- Monitors planned construction projects to ensure minimum impact on airport roadways
- Mediates and participates in the resolution of traffic disputes with operators of motor vehicles
- Drafts responses to incoming complaints from the general public and commercial transportation companies
- Coordinates work schedules of staff on an assigned shift to ensure adequate coverage
- Identifies training needs for staff and provides input into performance evaluations
- Compiles ground transportation activity reports for an assigned shift and forwards for inclusion into comprehensive progress reports
- Maintains administrative and operational records
- Participates in the department's response to emergency situations relative to terminal roadways and loading zones, as required

**NOTE:** *The list of essential duties is not intended to be exhaustive; there may be other duties that are essential to particular positions within the class.*

### **MINIMUM QUALIFICATIONS**

#### **Education, Training, and Experience**

- Two years of traffic control work experience, or an equivalent combination of education, training and experience

#### **Licensure, Certification, or Other Qualifications**

- A valid State of Illinois driver's license is required

### **WORKING CONDITIONS**

- Exposure to outdoor weather conditions

### **EQUIPMENT**

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Communication equipment (e.g., two-way radio, pager system)
- Flashlight, safety vest

### **PHYSICAL REQUIREMENTS**

- Ability to stand and walk for extended or continuous periods of time

**KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS****Knowledge**

Moderate knowledge of:

- \*ground traffic control operations
- \*vehicle traffic flow patterns, problems and responses
- \*traffic safety principles and practices

Some knowledge of

- \*basic computer software packages and applications

Knowledge of applicable City and department policies, procedures, rules, and regulations

**Skills**

- ACTIVE LEARNING – Understand the implications of new information for both current and future problem-solving and decision-making
- ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- MONITORING – Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- COORDINATION WITH OTHERS – Adjust actions in relation to others' actions
- NEGOTIATION – Bring others together and trying to reconcile differences

**Abilities**

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- RECOGNIZE PROBLEMS – Tell when something is wrong or is likely to go wrong

**Other Work Requirements**

- DEPENDABILITY – Demonstrate reliability, responsibility and dependability and fulfill obligations
- INDEPENDENCE - Develop one's own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done
- INNOVATION - Think creatively about alternatives, conceiving new ideas for and answers to work-related problems
- ANALYTICAL THINKING - Analyze information and use logic to address work or job issues and problems

---

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

**CLASS TITLE: SHIFT SUPERVISOR OF AIRPORT GROUND TRANSPORTATION**

---

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

\* May be required at entry.

---

City of Chicago  
Department of Human Resources  
November, 2017